

# Information Society and e-Government

## The Mexican experience

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### I. IT Status in México

#### ❖ Background

While the Mexican government was already making widespread use of ICT by the end of the 1990s, there was no overarching e-Government strategy for the federal government until 2001. Rather, the Institute for Statistics, Geography, and Informatics (INEGI) was in charge of the federal government's IT policy. The passing of the 1995 Telecommunications Law and the 1998 Electronic Declarations Legislation Package and the launching of some projects, like the e-Procurement tool Compranet in 1996, reflected the growing interest of government to exploit the potential of ICT. In Spring 2001, the President's Office for Government Innovation officially introduced e-Government as an initiative to digitalise and modernise Government. e-Mexico, a related initiative focussing on connectivity and electronic access, was also prepared in 2000 and launched in 2002. E-Government became one of the six pillars of the Good Government Agenda in late 2002, thus consolidating it as a central strategy of the Mexican Government.

#### ❖ ICT in Mexico

ICT Indicators			
Indicator	Value	Year	Source
Information Society World Ranking	66	2006	World Information Society Report
Information Society America Ranking	15	2006	World Information Society Report
Internet users (per 1000 inhabitants)	120	2003	UN
Internet users	16,492,454	2005	INEGI, Government of México
Internet users (% of inhabitants )	18.2	2005	AMIPCI, Mexican Internet Association
Households with Internet	5, 235, 018	2005	INEGI, Government of México
Phones (per 1000 inhabitants)	160	2003	UN
Households with computer (%)	18.4	2005	INEGI, Government of México
Internet suppliers	204	2006	NIC-Mexico

PCs (million)	10.8	2005	AMIPCI, Mexican Internet Association
Movil phones (million)	46.1	2005	AMIPCI, Mexican Internet Association
PDA's (million)	1.7	2005	AMIPCI, Mexican Internet Association
Ranking Global e-Government Readiness Report	31	2005	UN

### ❖ The Digital Divide in México

The digital divide sets the parameters for the impact of online services in Mexico. When only approximately 18% of the population has access to the Internet, the impact of the provision of services via the Internet is clearly limited.

### ❖ The digital divide within Mexico

There is also a substantial digital divide within Mexico, with certain groups of people having higher rates of Internet access than others. For example, the elderly have far lower rates of access than the young, women have lower access rates than men, and small businesses are much less likely to have an internet connection than large businesses. Out of the total population of Internet users, only 11% are over the age of 45. The largest fraction of Internet users come from the 13-24 year age group – the group that is also likely to have the least interaction with government. In Mexico, women have lower rates of access to the Internet than men. In Mexico, 53% of the total Internet population is made up by men, while 47% are women.

### ❖ e-Mexico National System

It is an initiative that aims to increase connectivity in Mexico. It involves relevant actors in society, like all levels of government, the IT industry, academic institutions as well as network providers, that can help to accomplish the ambitious goal of interconnecting all the population by the year 2025.

The initiative has three main components:

- **Connectivity.** An improvement in connectivity will be achieved by an increase in infrastructure and by the installation of Digital Community Centers. These centers are kiosks where citizens have access to Internet at a very low cost. DCCs are located in marginalized communities where its inhabitants would not otherwise have access to computers and Internet.
- **Contents:** In order to have a real impact in the lives of its citizens, any Information Society strategy must pay attention to the creation of contents that are valuable for the society as whole. Following this line, e-Mexico has given priority to the creation of certain contents, like e-Health, e-Learning, e-Economy, e-Science and Technology, and e-Government.
- **Systems:** e-Mexico consists of a portal, a Data Center and a NAP. The portal ([www.emexico.gob.mx](http://www.emexico.gob.mx)) is organized by topics, according to the needs of the citizens and is structured by the sub-portals e-Health, e-Economy, e-Education and e-Government. The Data Center is the equipment in which all the systems needed to operate e-Mexico will be stored.

Since its beginning in 2002, e-Mexico has grown at a very fast pace. In 2003 there were 3,200 Digital Centers, in 2004 there were 7,500, and it is expected that by 2006 there will be 10,000.

#### ❖ **e-Government status in Mexico**

Although IT were widely used by the Mexican Government throughout the 90s, an e-Government strategy was not created until the year 2000. e-Government is part of the Good Government Presidential Agenda, which was developed in 2002 based on the President's Innovation and Quality Model. The UGEPTI, or e-Government and IT Policy Unit, is in charge of coordinating the Digital Government Strategy since 2003, with the help of the Presidential Office of Government Innovation. In order to achieve these objectives, the Digital Government strategy is divided into the following six lines of action:

1. Inter-governmental technology infrastructure
2. Knowledge management and digital collaboration
3. Redesign of IT processes
4. e-Services
5. Citizen portal of the Federal Government
6. e-Democracy and citizen participation

#### ❖ **Evaluation of e-Government**

Mexico has been evaluated by UN in e-Government. The UN's 2005 Global e-Government Readiness Report ranks Mexico 31th out of the 200 countries that were evaluated. Mexico was also ranked 2th in Latin America after Chile, 11<sup>th</sup> in terms of the Web Measure Index and 6th in terms of e-Participation. Finally, the Digital Strategy of Mexico was awarded with the 2005 Public Administration prize of the United Nations and was finalist in the 2006 Stockholm Challenge Award.

## **II. Governance, IT policies and their problems**

The Public Function Ministry has been working for the last two years on the issuance of the Presidential Decree for an IT Regulatory and Governance Framework. It finally saw the light by the end of last year. This decree establishes a regulatory framework for IT policies that will drive the Digital Government strategy:

- Interoperability Policy
- Reengineering of IT processes Policy
- IT Infrastructure Policy
- Privacy and transparency Policy
- Electronic services Policy
- Intergovernmental and intersectoral cooperation Policy
- Security Policy
- IT Planning Policy
- Acquisitions and contracting of IT goods and services Policy

The Decree made the e-Government Network official and made its organization more efficient. Additionally it establishes that the Electronic Government and IT Policy Unit (UGEPTI) take the role of the Federal CIO.

The decree establishes the following:

- **Establish a Government CIO Office which will:**
  - o Develop, monitor and control the application of IT policies in the Federal government
  - o Mentor federal government CIOs, on ITC policies and e-Government program matters
  
- **Establish as principal organ a High-level Council (Ministers) with the following mandate:**
  - o Define and periodically update the agenda of relevant ITC issues for Mexico
  - o Make mandatory ITC policies that are proposed by its Executive Secretary (Office of the government CIO) and developed by the specialized technical committees
  
- **Use the expertise of government agency IT leaders as well as experts from other sectors, in a CIO Council which will:**
  - o Assess IT in the agencies of the federal government
  - o Provide input (best practices, experience and solutions) for the specialized technical committees
  - o Promote intersectoral cooperation
  
- **Establish Specialized Technical Committees for priority issues of the ITC and e-Government Agenda, with the following mandate:**
  - o Conduct specialized research on selected issues, results will be used as input for policies
  - o Develop public policies in terms of ITC and e-Government

On the other hand, great progress has been made in transferring IT services to other levels of government. A strategy of communication has been implemented. So far nine states have been visited by the Electronic Government and IT Policy Unit to inform local government about federal initiatives so that they can be incorporated into each state's e-Gov strategies.

The main types of problems for the successfully implementation of the IT policies are:

- Budgetary barriers (e.g. lack of funding, uncertain future funds, inflexible funding, etc.)
- Regulatory barriers (e.g. regulation that hinders implementation of IT policies)
- The digital divide (e.g. lack of access to the Internet and online services)
- Resistance to organizational change
- Lack of leadership
- Lack of planning

- Difficulty of designing customer focused services
- Difficulty of collaborating with other agencies

### **III. International cooperation in the ICT field**

#### **❖ International cooperation in public sector**

The Ministry of Public Affairs is in charge of the international cooperation in the ICT field. Mexico has good cooperation relationships with 46 countries of practically the five continents. Also, the inventory of the international cooperation of the country includes a diversity of international and regional organisms and mechanisms of political agreement and cooperation, like summits of Government and Chiefs of State. The most important cases of international cooperation are:

- Basic agreement of Scientific and Technical Cooperation 2006-2008 between the Governments of Colombia and Mexico
- Basic agreement of Scientific and Technical Cooperation between the Governments of Nicaragua and Mexico, 2003-2006
- Basic agreement of Scientific and Technical Cooperation 2006-2007 between the Governments of Russia and Mexico
- 2006 Program “Jornadas Iberoamericanas sobre Gestión del Conocimiento al nivel de las Organizaciones. Experiencias en Latinoamérica y España”, organized by the Agencia Española de Cooperación Internacional (AECI) y el Programa de Ciencia y Tecnología para el Desarrollo (CYTED)
- Internet for small enterprises course (2006), organized by the Agencia Española de Cooperación Internacional (AECI)
- Basic agreement of Scientific and Technical Cooperation 1987 between the Governments of Japan and Mexico
- Basic agreement of Scientific and Technical Cooperation between the Governments of Spain and Mexico, 1978
- Basic agreement of Scientific and Technical Cooperation between UK and Mexico, 1976
- Memorandum of Understanding between the Ministry of Public Affairs of Singapore and the Ministry of Public Affairs of Mexico, 1997
- Cooperation projects with Asia: 4 with Korea, 59 with Japan, 5 with India and 1 with Australia and New Zealand

e-Government is a new policy area for all governments in general. Exchange of experience and information has been crucial for the design and implementation of policies in this regard. Mexico is member of several international organizations, and has participated as speaker in several seminars and meetings throughout the year. The most relevant have been:

- CIAPEM (Information Technology Committee of State and Municipal Governments). It is a Mexican non-profit organization that exchanges practices about the use of IT in local governments. Its members are the IT Directors of both states and municipalities. This year's meeting discussed the topic of Digital Cities.
- CLAD (Latin American Center for the Management of Development). Mexico participated in the last annual meeting with a presentation about e-Government.
- North American Day. On an annual basis, the governments of Canada, Mexico and the United States meet to discuss e-Government issues. This year the following topics were discussed:
  - Performance Evaluation and Portfolio Management in e-Government
  - Information Management and Inter-jurisdictional e-Government
  - Strategies for Serving Citizens Better with IT
  - Cross-boundary IT Cooperation for Public Safety in North America
  - Organization, Roles and Responsibilities of the National CIO Office
  - Service Transformation: What Citizens will need from Government in the Future
  - Shared Services for a more Effective Government
- ICA (International Council for Information Technology in Government Administration <http://www.ica-it.org/>). Mexico has participated since 2000 in all the annual meetings. Now, our country is working in the m-Gov best practices study group and is organizing the 40th Annual Conference in Guadalajara, Mexico (Whole of Government: Filling the Holes).
- GOL (Governments On Line International Network). GOL's Study of e-Democracy and Citizen Participation, GOL's Study of Government Web Sites, GOL's Study of CRM (2000-2004).
- United Nations (Knowledge Management Branch, Department of Economic and Social Affairs). e-Government study group (2004).
- Government of Canada. Memorandum of Understanding between the Treasury Board of Canada Secretariat and the Ministry of Public Function of Mexico on Co-operation in e-Government (2002). The purpose of the Memorandum of Understanding says: "Canada and México have exchanged information about our respective approaches and progress on e-Government and are committed to continuing this valuable dialogue. This Memorandum of Understanding is intended to formalize this dialogue between Canada and Mexico through shared

principles, the exchange of best practices and discussions in key areas of e-Government”.

- OECD. Mexico collaborates in the e-Government study group since 2003 (e-Government Study on Mexico 2004-2005 and Benefits Realization and Business Case projects). The purpose of these projects are to collect a set of descriptive data on benefits realisation methodologies for e-government projects. This data will be further analysed in order to provide a report to countries which will present and analyse the differing methodologies and approaches taken by countries, including whether or not they have developed national methodologies and/or guidelines to assist in benefits realisation studies at the project level.
- APEC (Asia-Pacific Economic Cooperation). Mexico organized in 2005 an e-Government summit in Acapulco, Guerrero.

The Mexican Government has benefited greatly from participating in these fora, both from learning about other practices, and from sharing its own experience. These activities are perceived as a necessary component in the continuation and evaluation of Mexican e-Government initiatives.

#### ❖ **International cooperation in private sector**

Besides of the international cooperation in the public sector, Mexico has had international cooperation with the private sector. The participation of INTEL with WiMAX and WiFi technology in the digital cities initiatives of the local governments in order to have an m-Government is a good example. Tlalpan Digital ([www.tlalpandigital.org.mx](http://www.tlalpandigital.org.mx)) is an experiment with four objectives:

- m-Communication: improving communication between government and citizens (G2C, C2G). Mobile devices provide an important access channel for governments to reach citizens (G2C).
- m-Services: m-Transactions and m-Payments. Mobile devices not only provide a channel of communication between citizens and government, they also enable government-to-citizen transactions.
- m-Democracy: m-Voting and the use of mobile devices for citizen input to political decision-making is an m-Government application with tremendous potential to enhance democratic participation.
- m-Administration: Improving Internal Public Sector Operations. m-Government also provides opportunities to improve the internal operation of public agencies.

Other examples of partnerships between international private companies and the Mexican Government are the participation of EDS with INFOTEC (Public Center for Technology in Government) developing a Citizen e-Participation Solution in order to improve transparency, accountability and citizen participation in local governments, the collaboration of MICROSOFT in the Citizen Portal ([www.gob.mx](http://www.gob.mx)) and the participation of ECQUARIA (Singapore) in the implementation of the Mexican e-Services strategy.

With the purpose of enhancing IT competency of the public servants, the Mexican Government has offered several training courses since 2000. The most important courses, in order to promote IT culture and IT education to the public servants, are Diplomas with the University of California (Berkeley) and the George Washington University.

Another example of cooperation with the private sector is the ITCC-MEXCOR Advisory Committee. This Committee has some members of the private sector as the Tecnológico de Monterrey, Select and private chambers (Mexican Internet Association, National Chamber for IT Industry).

#### **IV. International cooperation and relationship with Korea**

While the first group of Korean immigrants arrived in Mexico 100 years ago, bilateral relations between our two countries have not been growing steadily after the formal opening of diplomatic relations in 1962. Now, Mexico-Korea relations encompass a broad spectrum of sectors and activities, beyond trade and formal intergovernmental exchanges.

The Mexican and Korean Governments signed the "Bilateral agreement on the economic, scientific and technical cooperation" in Seoul, Korea, on November 9, 1989. Derivative of this bilateral agreement specified the "Memorandum of Understanding (MOU) for the cooperation in the field of telecommunications ", signed on February 24, 1995.

Specifically for the creation of the Center of Cooperation in Information Technologies Mexico-Korea, the "Memorandum of Understanding (MOU) for the creation of the ITCC-MEXCOR" was signed in November 24, 2003, for the Secretary of Communications and Transports across the e-Mexico National System and the Ministry of Information and Communications of Korea (MIC) across the National Agency of Computerization (NCA).

On the occasion of the first centennial anniversary of the first Korean immigration to Mexico, the Mexico-Korea 21<sup>st</sup> Century Commission included in its report the following words: "Korea should make special efforts to facilitate the development and permeation of information technologies in Mexico in order to help facilitate Mexico's transition to a knowledge-based economy and society. This cooperation may include sharing of experiences in the telephony market, developing the e-trade and e-learning networks, and harmonization of IT standards. These efforts will require the strengthening of the current Mexico-Korea IT Research Center".

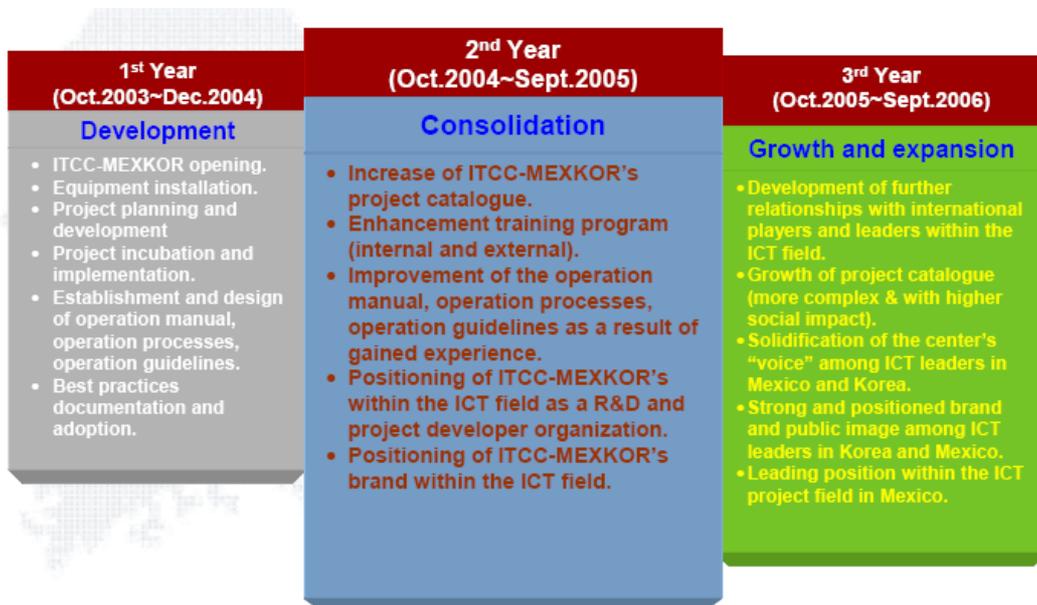
## ❖ The Center of Cooperation in Information Technologies Mexico-Korea

The mission of the Center of Cooperation in Information Technologies Mexico-Korea is “to promote the information society in Mexico and Korea by executing innovative IT projects of significant social impact” and its vision is “to be the leading organization within the ICT projects field”.

The main objectives of the Center of Cooperation in Information Technologies Mexico-Korea are the following:

- Exchange of experiences, best practices, methodologies, policies and new commercial opportunities
- Development of synergies in international programs
- Research and development in digital services for e-learning, e-health, e- economy and e-government, systems and IT technologies
- Development of human capital

The Center of Cooperation in Information Technologies Mexico-Korea’s growth and development expectation portrays a challenging and interesting scenario. The Center is committed to a long-term vision of growth, consolidation and leadership. As stated in its vision, the center sees itself as the leading national organization within the ICT projects field. The following table shows a clear and concise plan for the next two-year period of the Center’s activities. The 2nd Year will focus on the consolidation stage:



In order to achieve these objectives, the Center of Cooperation in Information Technologies Mexico-Korea has coordinated since 2004 the following projects:

Projects	2004	2005
ITCC-MEXCOR Portal	First Phase	Second Phase
Solution model for a tool of advanced search of governmental information	First Phase	Second Phase
Assessment tool for small enterprises	First Phase	Second Phase
IT projects data base	X	
Mobile services for citizen		X
Micro-Region Development Model		X
Digital cities diagnosis and strategy model		X

## Projects in 2005

### ITCC-MEXKOR Portal (2nd Stage)

During the first year of activities of the Center, the creation of the ITCC-MEXKOR portal was defined as a strategic collaboration, promotion and dissemination tool. In this portal the background, strategies, services, and finally the results of the activities of the Center were included, introduced through contents and links to interactive tools in their different sections.

The second stage of this project represents the consolidation of the Center and its activities. Considering the evolutionary process of information and telecommunications technology, it has been imperative to set up an updating and innovation strategy parallel to the supply and demand. To this effect, the following actions were defined.

#### Objectives

- To allow the international community to access information, contents and services provided by the ITCC-MEXKOR, by adding English and Korean versions of the portal in service at present.
- To carry on with the analysis of existing functionality and contents, according to international standards, with the idea of identifying existing improvement opportunities and the necessary actions to take advantage of them.
- To design and reorganize the information geared towards linking the technologies, practices and companies that supply it and the organizations and institutions that demand it.

### Government Information Advanced Search Model (2nd Stage)

Among the outstanding results of the activities realized in 2004, it is important to highlight the development of a Governmental Information Advanced Search Tool Solution Model; for which several comparative studies on the existing technologies at an international level were made and the solution framework for the e-Mexico National System case was set up, defining the conceptual, functional and technological model for the solution. For the second stage, during 2005, the need to implement a developed

model was established, linked to the e-Mexico portals platform, in order to validate its functionality and to set up the necessary conditions for its start-up. This required linking too the engine search to the graphic interfaces, as well as supervising the tests and validations carried into effect, including the membership model.

### **IT Diagnosis Tool for SMEs (2nd Stage)**

This project's background are the efforts deployed by the ITCC-MEXKOR in 2004, through the development of a methodological diagnose model in Internet; by which SMBs can self-diagnose their performance, determining its maturity level, as well as the penetration of Information and Communications Technologies in their processes and results, generating recommendation guidelines for business improvement.

Given the success of and the demand for the system, agreements were signed with the Secretariat of Economy, the e-Mexico National System, Nacional Financiera (NAFIN) and BANCOMEXT to foster the use of the system through their respective portals. The second stage of this project considered the linkage of the system to these portals, the platform migration to support the demand and the design of a certificate course to train consultants and promoters in the use of Information Technology Diagnostics Tool and in the realization of integral diagnoses based in Technological Alignment. The Diagnostics tool can be found on-line in <http://www.cti-mexcor.net/diagnostics>

### **Municipal Mobile Services for Citizens**

The Miguel Hidalgo District, part of the Federal District Government, rules an estimated population of 350,000 inhabitants; however, within its limits, more than 3 million persons circulate daily, since in it lays the largest concentration of business and offices of Mexico City. The project considers in its first stage the most important services, covering the design, development and implementation of the solution model, to incorporate to the existing Citizen's Attention System (CRM) and applications supporting services and procedures, the possibility of sending via SMS to citizens and users that have requested the service, inscription to the service or in response to demand. The system provides information and elements such as Number, Date of solution, advancement degree and end of formalities, appointment planning and confirmation, notices of traffic, declarations and closures, service confirmation, notices of water service cuts, emergency, and others.

### **Micro-Regions Development**

Based on the experience of the success case implemented in Korea, under the name "INVIL" or "Information Network Villages", recognized at present as a best practice, the development of a model applicable to Mexico was considered; due to the similar needs to support the social and economic development of communities, through the introduction of Information and Communications Technology as an element to enable change and bridge technological gap.

The applied model considers the development of a system as a portal building tool; facilitating the generation and replication of community portals that foster virtual communities, based on their identity. The development of a repository of local information that allows the publication of the community portal as well as the consolidation of the information grouping festivities and events, tourist attractions, products and handicrafts of every region and the significant information of every community. Finally, in the initial stage the capability to promote commercial activities and products of every region to facilitate their marketing on-line later on.

## Digital Cities Diagnosis Model

Even though several international efforts have been made to present actions and strategies to help local governments to improve their operation, based on the use of the ICTs, and that there exist several actors that supply specific analyses and statistics. So far it does not exist an integral methodological model to evaluate the degree of advancement, the opportunity areas and propose the subsequent steps in order to attain the objectives of a digital city. The diagnostics model focuses on: aligning the government strategies to focus citizen's needs, improving and making more efficient its internal process, and extending its processes and services to the citizenry.

The 2006 projects are the following:

No.	Project	Beneficiaries and Coparticipation
<b>ITCC Projects with 3rd Party coparticipation</b>		
1	ICT Documents Publication for Information Society	ITCC MEXICO-KOREA and CHILE-KOREA / UNAM /
2	Digital Cities Diagnose and Strategy Model 2nd Phase	ITCC and e-M? ico
3	Micro-Region Development Model 2nd Phase	ITCC and SEDESOL
4	e-Government for Business, Municipal system for Business Registration	ITCC and State Gov. Of Puebla
5	ICT Congress, symposiums	ITCC, e-M? ico and NCA
6	Competitiveness in e-Business through ICT Diploma	ITCC, Bancomext and ITESM
7	ITCC Projects Launch and specialized seminars	ITCC, e-M? ico and NCA
8	ITCC Portal Operation and Maintenance	ITCC
<b>e-M? ico Projects with ITCC Participation</b>		
	ITCC States Network	ITCC and e-M? ico

## V. The Mexican experience of Korean policies, products or solutions

In the last three years Mexico has acquired important knowledge about ICT and e-Government from Korea and has learned about the experiences of this country. The understanding of the Mexican Government about the IT Strategy in Korea and its projects is invaluable.

Now, Mexico would like to have a Government Enterprise Architecture, a Government e-Signature System, a National Finance Information System, a Government e-Procurement System, an Integrated Local Government Administration Information System, a One-Stop Business Service, and an Online Civil Participation for example.

Mexico has big challenges in IT policy and e-Government organization. The NCA is for the Mexican Government an example to follow. The best practices in IT policy of NCA have been taken in the Digital Strategy of Mexico. In fact, Mexico is looking for a new model of IT agency (a National Center for the Knowledge Society), like the NCA.

Another weakness of Mexico is the IT culture promotion in the Government and all the society sectors. The Government of Korea across KADO has helped to many Mexican public servants with e-Government courses. The program for training highly specialized human resources in IT policies and e-Government projects has been continued with nine people from different government agencies and private sector: e-Mexico National System, CISEN, Miguel Hidalgo District, INEGI, and ITCC MEXKOR have taken courses and seminars organized by KADO. The continuation of this program will have an important impact on the future development of a healthy and knowledgeable IT community. The training courses in Korea were in the topics of: National Informatization Expert Course, Mobile Policy Course, Information Security Course and Digital Broadcasting Course. This knowledge has been very useful for the Mexican Government and its citizen. Now, the Mexican Government wants to build an IT University following the KADO's model.

Some of the IT exchange and cooperation activities and experiences with Korean companies and agencies were:

- On 2004, Korean EXIM Bank visits the ITCC MEXKOR. The officers of the Korean EXIM bank visited the Center with the purpose of devising ways for a mutual collaboration scheme
- On January 31st, 2005, ANSCOM, a Korean company delivered a seminar about high speed wireless network technology
- February 17th, 2005, there was a videoconference with the NCA to discuss about the Center of Cooperation in Information Technologies Mexico-Korea portfolio of projects of 2005
- On March 3rd, 2005, there was a videoconference between SAMSUNG SDS and SONDA PISSA (a Mexican consultancy firm) to explore the possibility to establish an alliance in order to develop the management system of the Mexico City International Airport
- On April 7th, 2005, there was a videoconference between the Secretariat of Public Function and the MOGAHA, to share e-Gob initiatives innovations
- On April 29th, 2005, there was a videoconference between the Miguel Hidalgo district and LG CNS, to share experiences in the Korean Case of Mobile services for the citizens
- On May 26th, 2005, there was a meeting between the CISEN (Government Secretary, Mexico) and Mr. Ryu Young sik, Consul of the Korean embassy in Mexico to share the training programs available in Korea on ITCs
- On July, 2005, A training program was delivered by Korea Wisenut in the usage of the SF-1 Search Engine System via Videoconference to the INFOTEC and e-Mexico staff
- On August 1st, 2005, The ITCC MEXKOR co-worked with the Korean Broadcasting Commission to organize the "Korea – Mexico Media Forum" in the Hotel Maria Isabel Sheraton in Mexico City
- On August 10th, 2005, ILCE and Aircode had a videoconference about Interactive TV

- On September 8th, 2005, The ITCC CHILKOR visited the ITCC MEXKOR to have a meeting with the staff and to explore the opportunities to develop joint programs
- On September 9th, 2005, the ITCC MEXCKOR organized jointly the “Latin America ICT Conference 2005” with the NCA. In order to share new ICT technologies and services, an exhibit called “ICT Corridor” was arranged in parallel with the Conference. During the IT exhibition, the attendants were able to behold Korean solutions (LG, SAMSUNG) in the ICT field as interactive TV, Digital Multimedia Broadcasting, etc.

## **VI. Conclusions**

Mexico has continued its steady growth in Information Society and e-Government. For some governmental agencies, this has meant picking the crops of IT that were sown in 2000. That is the case for those that had to start with a very poor infrastructure technology. The effort employed in building databases could now be transformed into visible e-Services or collaboration tools.

For other agencies that had stronger infrastructure, or that were given higher priority from the beginning, 2005 has been a challenging year of maintaining and consolidating. After a rapid growth some Mexican e-Government initiatives, such as GobMx, e-Mexico, Tramitanet, Compranet and SISI, now have to find a way to dissolve the resistance that there is to the more complex tasks, like interoperability and complete horizontal collaboration.

This last one still remains as one of the greatest difficulties that Information Society and e-Government in Mexico is facing. All actors will have to be convinced of the value that sharing standards and a strategy will bring. What most actors are looking for are results, and those have to be present in any aim for consensus.

There is no doubt that ICT and e-Government is valuable, but the benefits that it brings do not impact yet that much of the population. The Mexican Government has so far done a great job in conceiving projects that considerably expand access to disadvantaged groups through e-Mexico. However, the fight is not over yet. Mexico is now exploring possible partnerships with the private sector for future projects that expand connectivity and access.

Finally, Mexico is foreseeing the need of projects that complement the existing initiatives that fight the Digital Divide. Strategies such as education that prepares students for IT, and economic development that incorporates the Knowledge Economy model elements can be of great support for the e-Mexico and e-Government initiatives.

For all these challenges, the relationship between Mexico and Korea is essential. The exchange of policies, methodologies, experiences and best practices must become stronger. On the same way, the cooperation Mexico-Korea should continue on the subject of courses and training. Now Mexico wants to build an IT University like KADO.

Nevertheless, the research and development on IT projects must be increased and prototypes must be generated. In this sense, Korea and Mexico must generate working groups on Digital Cities projects and the U-Mexico Project.

Because the Korean IT solutions are not well-known in Mexico, they are not used. There is a big area of opportunity for the generation of technological solutions together (Examples: WI-Fi, movil technology, security solutions, technology infrastructure, e-Services, e-Learning solutions, KM, e-Procurement and CRM).

A good way to solve these issues is to increase the relationship and communication between the Korean agencies and the Mexican organizations. Without doubts, Mexico will look for this goal.